



Reliability, Backup, and Archival

Fast Personalized Technical Support

You deserve the best possible support. Our technicians are on-call 24 hours a day, 7 days a week, 365 days a year to handle all emergencies. Our expert support staff is friendly and available to help you resolve any problem. Our job is to make sure that your LuxSci experience is seamless.

How do I get support?

Our non-emergency support hours are 9am to 11pm ET.

- **Phone:** Call our toll-free number and ask to speak with a Technical Support Team Member.
- **Email:** Send questions to support@luxsci.com.
- **Online:** Submit or update a support issue online through our Support Ticketing system.

These support options guarantee that you will get help within an hour, if not within minutes, of your inquiry.

What about emergencies?

- **Phone:** Call our toll-free number to speak with one of our operators 24 hours per day. They will immediately alert a Technical Support Team Member with a description of your emergency.
- **Email:** Submit an emergency Support Ticket online which immediately notifies a Technical Support Team Member.



Dependable Infrastructure

We have built comprehensive redundancy into our system to ensure reliable service and data storage for our clients. Standard reliability features of every LuxSci account include:

What are the standard features?

- **Guaranteed Availability** – LuxSci guarantees 99.99%+ availability of shared web and email hosting services, excluding routine maintenance. Any failure by LuxSci to provide this level of availability can be remedied by monetary credits to affected customer accounts.
- **Hot-swappable SCSI RAID 5 Disk Arrays** – swappable disk arrays ensure that our servers will continue to function normally — even in the event of a disk failure.
- **Redundant Inbound Email Servers** – LuxSci uses multiple servers to process your inbound email. These servers are configured such that even the complete failure of any one of the servers will not affect the speedy processing and delivery of your email.
- **Constant Connectivity** – our servers maintain a constant connection by using redundant, fast connections to multiple independent Internet backbones.
- **Constant Power** – our servers use multiple, redundant power supplies and battery backups, backed by generators to ensure that power failure will never be an issue.
- **Fast Repair** – replacement parts for all servers are on-hand and can replace any faulty hardware within an hour of hardware failure. Backup servers are readily available to take the place of existing servers in the event of catastrophic failure.



What if I have a dedicated server?

Dedicated server accounts have additional redundancy options.

- **Redundant Failover Email Servers** – LuxSci can provide redundant email servers and/or email accounts configured so that you will never lose access to your email, even in the case of complete server failure. These redundant servers and accounts can be located in geographically distinct locations.



Reliable Backups

We give you the ability to access frequent backups of your critical data. Standard backups for every LuxSci account include:

What are the standard features?

- [Daily Backups](#) – to dedicated hard drives on machines in the same data center.
- [Weekly Backups](#) – to dedicated hard drives on machines located in a different geographic location. Backups are saved for four weeks.
- [Free Restores](#) – your account is credited with one free data restore each month.

What if I have a large disk space requirement?

We offer a “managed tape backup” alternative for customers who have a large disk space requirement. This includes:

- [Weekly Backups to Tape](#) – full weekly backups to tape. Backup retention is two weeks.
- [Daily Backups to Tape](#) – daily differential backups to tape.
- [Off-Site Tape Storage](#) – storage of backup tapes off site.

What if I have a dedicated server?

For our customers with dedicated servers, we offer additional options for your backup needs.

- [Custom retention of backups](#) – all backups can be kept for your specified period of time.
- [Custom backup periods](#) – daily backups, weekly backups, monthly backups; you tell us what you need.



Easy Access Archives

We give you the tools to make your own backups and archives. Archival options for every LuxSci account include:

What are the standard included features?

- **Backup Email Folders** – individual users can have copies of all inbound email saved to a “backup” email folder and can set the timing for if and when these backup copies are automatically deleted.
- **Inbound and Outbound Archival** – administrators can choose to forward copies of all email sent to and from their domain to an email address of their choice for archival or auditing purposes. This address can be a dedicated LuxSci user configured to archive these messages into dated folders.
- **Automated Email Folder Management** – users can configure any email folder to automatically delete messages based on message age, number of messages in the folder, or size of the folder.
- **Automated Email Folder Archives** – users can configure any email folder to automatically make a dated copy of itself on a daily, weekly or monthly basis This allows for dated archival of lots of email without user intervention.
- **Email Folder Downloads** – users can download the complete contents of any email folder as a ZIP file where the messages are converted to and stored in the standard UNIX email format as messages in the standard EML format. This is ideal for downloading and saving email archive folders locally or for burning them to permanent storage media.